Using the POS Device

* Error Messages and Meanings
• Know whom to call when certain error messages appear on the POS Device

• Know whom to tell subsidy recipients to call when certain error messages appear on the POS Device

• Know what to instruct subsidy recipients to do when certain error messages appear on the POS Device
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Reminder:

Only subsidy recipients use the POS device to enter the attendance information.
Attention Vendors:

POS Device transactions should display this message:

**SUCCESS/APPROVED**

**Message:**

00  SUCCESS/APPROVED

**Meaning:**

The transaction was successful.

**What to Do:**

The **Subsidy Recipient** should not leave until a SUCCESS/APPROVED message is received.
ERROR MESSAGES: User Error
(Subsidy Recipients and Vendors)
Error Message:
ABSENCE EXISTS

Meaning:
An absence has previously been entered.

What to Do:
The Subsidy Recipient should re-check the date that is being entered.
Error Message:
ALREADY VOIED

Meaning:
Attendance has previously been voided.

What to Do:
The Provider should re-check the date that needs to be voided.
Error Message:
ATTENDANCE EXISTS

Meaning:
Attendance has previously been entered.

What to Do:
The **Subsidy Recipient** should re-check the date that is being entered.
Error Message:
ATTENDANCE OVERLAPS

Meaning:
The date overlaps with attendance that has previously been entered.

What to Do:
The Subsidy Recipient should re-check the date that is being entered.
Error Message:

CHECK IN EXISTS MM/DD

Meaning:

Attendance has previously been entered.

What to Do:

The **Subsidy Recipient** should re-check the date that is being entered.
Error Message:
CHECK IN NOT FOUND

Meaning:
A previous check in was not recorded.

What to Do:
The Subsidy Recipient should complete a check in entry before attempting to check out.
Error Message:

DATE NOT A HOLIDAY

Meaning:

The date being entered as a holiday is not a holiday.

What to Do:

The Subsidy Recipient should enter the date as a regular attendance day (if the child attended).
Message:

FUTURE DATE!

Meaning:

A future date is being entered.

(only current or past dates can be entered)
Error Message:

HOLIDAY EXISTS

Meaning:

A holiday has previously been entered.

What to Do:

The Subsidy Recipient should re-check the date that is being entered.
Message:

INVALID DATE!

Meaning:

The date entered is not in the correct format.
Message: INVALID TIME!

Meaning: The time entered is not in the correct format.
Error Message:
INVALID VOID DATE

Meaning:
A data entry error occurred.

What to Do:
The Provider should re-check the date that needs to be voided.
Error Message:

MAN ATTENDANCE EXISTS

Meaning:

Manual attendance has been entered into the computer system for the same date.

What to Do:

The Provider should re-check the manual attendance date that was submitted.
Error Message:

NO ATTENDANCE TO VOID

Meaning:

No attendance has previously been entered.

What to Do:

The **Subsidy Recipient** should re-check the date that is to be voided.
Error Message:
OUTSIDE ALLOWED RANGE

Meaning:
The date is outside the nine day back swipe period.

What to Do:
The Provider should submit manual attendance if for an approved reason; if not, the subsidy recipient should make the child care payment.
When To Call the Parent Help Desk
Error Message:
CARD NOT ACTIVE

Meaning:
The VaECC swipe card has not been activated.

What to Do:
The **Subsidy Recipient** should call the Parent Help Desk:

1-877-918-2322
Error Message:
CARD NOT FOUND

Meaning:
The POS device does not recognize the card.

What to Do:
The **Subsidy Recipient** should call the Parent Help Desk:

1-877-918-2322
Error Message:
CASE NOT FOUND

Meaning:
The time and attendance number/person can not be found in the computer system.

What to Do:
The Subsidy Recipient should call the Parent Help Desk:
1-877-918-2322
Error Message:

INV CLIENT ID

Meaning:

The subsidy recipient's ID is not valid.

What to Do:

The Subsidy Recipient should call the Parent Help Desk:

1-877-918-2322
Error Message:

**INVALID CARD**

Meaning:
The VaECC card is not valid.

What to Do:
The **Subsidy Recipient** should call the Parent Help Desk:

1-877-918-2322
Error Message:

INVALID PIN

Meaning:

The subsidy recipient's PIN is not valid.

What to Do:

The **Subsidy Recipient** should call the Parent Help Desk:

1-877-918-2322
Error Message:

PIN TRIED EXCEEDED

Meaning:
The PIN is not recognized and the subsidy recipient has exceeded the number of attempts to enter it correctly.

What to Do:
The Subsidy Recipient should call the Parent Help Desk to reset the PIN and unlock the card:

1-877-918-2322
Error Message:

UNREADABLE CARD

Meaning:

The VaECC card’s magnetic strip is defective.

What to Do:

The **Subsidy Recipient** should press F3 to enter the card number manually AND call the Parent Help Desk to receive a replacement 1-877-918-2322.
When To Call the Child Care Case Manager
Error Message:

ALL ABSENCES USED

Meaning:

All authorized child care absences have been used.

What to Do:

The Subsidy Recipient should call the child care case manager.
Error Message:

AUTH NOT FOUND

Meaning:

The child care authorization was not found.

What to Do:

The Subsidy Recipient should call the child care case manager.
Error Message:

AUTH SUSPENDED

Meaning:
The authorization for child care has been suspended.

What to Do:
The Subsidy Recipient should call the child care case manager.
Error Message:

NO AUTH UNITS LEFT

Meaning:

All authorized child care units have been used.

What to Do:

The **Subsidy Recipient** should call the child care case manager.
When To Call the Vendor Help Desk
Message:

DIALING

Meaning:
The POS device is dialing the phone to reach the main computer.

What to Do:
The Provider should call the Vendor Help Desk:

1-877-918-2776

(if message continues after multiple attempts)
Error Message:
INACTIVE VENDOR

Meaning:
The vendor’s number associated with the POS device has been deactivated by VDSS.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
Error Message:

INVALID PASSWORD

Meaning:
The entered password is either incorrect or invalid.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
Error Message:
INVALID VENDOR

Meaning:
The vendor’s password is not recognized.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
Error Message:
NO HOST RESPONSE

Meaning:
The POS device could not receive a response from the main computer.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
Error Message:

NO SAF’S FOUND

Meaning:

The system tried to complete a Store and Forward transaction, but there is no information to process.

What to Do:

The Provider should call the Vendor Help Desk:

1-877-918-2776
Error Message:
SESSION ERROR

Meaning:
The session has expired, was interrupted, or is invalid.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
(if after message continues after multiple attempts)
Error Message:
SUCCESS/DENIAL

Meaning:
The transaction was successful, but errors occurred with the attendance.

What to Do:
The Provider should call the Vendor Help Desk:
1-877-918-2776
Message:
SYSTEM ERROR-RETRY

Meaning:
An error occurred; retry the transaction.

What to Do:
The Provider should call the Vendor Help Desk (if message continues after multiple attempts):
1-877-918-2776
Error Message:

UNKNOWN POS DEVICE

Meaning:

The computer system does not recognize the POS device.

What to Do:

The Provider should call the Vendor Help Desk:

1-877-918-2776
Other Error Message s and How to Solve Them
Message:

LOST COMM W/HOST

Meaning:
The POS device has lost connection with the main computer.

What to Do:
The Provider should have the subsidy recipient use the IVR system as a back-up.
Error Message:
VENDOR NOT AUTHORIZED

Meaning:
The vendor is not authorized to provide child care.

What to Do:
The **Provider** should call the VDSS Vendor Manager:

804-726-7090
Message:
WAITING FOR LINE

Meaning:
The internet or phone line is busy or out of service.

What to Do:
Re-try; if the problem continues, the Provider should contact the internet or phone provider as soon as possible.
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<td><strong>Local Department of Social Services:</strong></td>
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<td>Vendors or Subsidy Recipients call the Child Care Case Manager if questions arise regarding child care authorizations</td>
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<td><strong>877-918-2776</strong></td>
<td><strong>VDSS Child Care Subsidy Help Center:</strong></td>
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<td>Vendors call if questions arise regarding attendance issues or payments</td>
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[Click the link to view a phone directory](http://www.dss.virginia.gov/localagency/index.cgi)